



Client Onboarding Services

# **RHub Guide: Payment Viewer, Customer Decision, Virtual Lockbox**

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FIS | Remittance Solutions

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This document is intended as a reference artifact. It may not reflect the most current version of the RIDS application software; therefore, it is only to be used by authorized users for reference and education purposes.

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# Introduction

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## Purpose

The purpose of the FIS Client Onboarding Services User Setup Guide is to document the Receivables Hub Payment Viewer, Customer Decision, and Distributed Capture features for Huntington National Bank. Screenshots were captured for this guide from the User Acceptance Testing (UAT) environment. Comparison of the screenshots to the actual Production screens may have minor cosmetic differences, which will not alter the user setup experience.

## Product & Support Information

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If you have product or support questions, please contact your assigned FIS Lockbox Operations client service representative or support representative for assistance.

## Version Control

Version	Date	Publication Notation
1.0	10/21/22	Document creation.
2.0	11/16/22	Document publication.

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## RHub Compatibility Matrix

Component	Requirement
Operating System	Windows 7, 8, 10, 11, Mac OS 4+
Browser	Microsoft Edge; Firefox, Chrome, Apple Safari
Adobe Reader	Versions 9, 10, 11+
Hardware	26GB of RAM
Video Resolution	1280 x 1024

## RHub Features

There are three main features of the RHub screen:

- Payment Viewer
- Virtual Lockbox (“Distributed Capture”)
- Customer Decision (Exceptions)

Additional features, such as Processing Details or Downloads, may be available.

## Payment Viewer

Payment Viewer allows clients and end-users to review remittance information which is updated regularly throughout the workday. This allows timely viewing of deposit details and transaction information to better understand the company’s cash position during the business day.

Payment Viewer allows the user to create Excel or CSV files to their Receivables system without manual intervention. PDF images can be generated as necessary. Images and reports can be saved into a database or an archive device for customized business purposes.

Virtual Lockbox (“Distributed Capture”) allows users to scan and submit checks and supplemental documents directly to their lockbox, which makes deposits available faster and saves money (i.e., overnight mailing costs to their lockbox). Data entry operators will complete the required keying on these transactions in order for the transactions to post to the Receivables system. The transactions are included in the various client outputs.

Customer Decision is a feature allowing transactions not meeting specific client criteria to be send to the client for review. The client can accept and edit the transactions or reject the transactions, depending on the particular transaction. By performing edits of the transaction, the client can populate missing keyed fields so that the transaction will post to the Receivables system that evening.

## Dashboard

The Payment Viewer Dashboard tab is the primary control center of the information portal that provides a daily summary of transactions. It displays by box and transaction group (i.e., Wholesale, Wholetail, and Retail), as well as the ability to drill down into more details. The Dashboard is the landing page for all users with Payment Viewer access.

Lockbox	Date	Transactions	Company Name	Site	Total Amount	Exceptions Review	Assigned
RPS-599999	2021/03/23	12	Huntington Bank Lockbox Demo	RPS	\$ 29,653.23	0	0
Total		12			\$ 29,653.23	0	0

Lockbox	#	Group Name	# Items	Total Amount
RPS-599999	1	Checks	12	\$ 29,653.23
RPS-599999 Total			12	\$ 29,653.23

Step	Description
A	Header, which includes the Bank logo, the current user id, the production date, and a User Admin button. The header is a constant on all Payment Viewer pages.  The User Admin button will link to the Lockbox User Menu, where User Admin can be accessed IF the user id has permissions to User Administration.
B	Navigation Tabs to move between the: <ul style="list-style-type: none"> <li>• <b>Dashboard</b></li> <li>• <b>Deposits</b></li> <li>• <b>Transaction</b></li> <li>• <b>Search</b></li> <li>• <b>Downloads</b></li> </ul>

Step	Description
	<ul style="list-style-type: none"> <li>• <b>Processing Details</b></li> <li>• <b>Virtual Lockbox</b> (“Distributed Capture”)</li> <li>• <b>Customer Decision</b></li> </ul> <p>The “<b>Customer Decision</b>” tab will display in red if there are exception transactions.</p> <p>The navigation tabs are constants on all Payment Viewer pages.</p>
C	<p>“<b>Show Overview for</b>” field contains a drop-down list of date options (Today, Yesterday, Last Week, Last 30 Days, etc.). The row also includes static information fields, such as the current date and number of items already deposited, the last deposit date and items, and the first date in the archive records.</p>
D	<p>A table of information showing the:</p> <ul style="list-style-type: none"> <li>• <b>Lockbox Number:</b> Site/Platform Code and Lockbox</li> <li>• <b>Date:</b> The deposit date in yyyy/mm/dd format.</li> <li>• <b>Transactions:</b> Number of transactions in the batch/deposit</li> <li>• <b>Company Name:</b> Name of the lockbox</li> <li>• <b>Site:</b> The name of the location where the transactions were processed.</li> <li>• <b>Total Amount:</b> Total deposit of the batch(es) processed.</li> <li>• <b>Exception Review:</b> The number of Customer Decision exception transactions for the lockbox.</li> <li>• <b>Assigned:</b> The number assigned or reassigned transactions for the lockbox.</li> </ul>
E	<p>Shortcut tiles, like the navigation tabs, allow the user to quickly move to the referenced page.</p> <ul style="list-style-type: none"> <li>• <b>Deposits</b></li> <li>• <b>Transactions</b></li> <li>• <b>Search All</b></li> <li>• <b>Assigned to Me</b></li> <li>• <b>Assigned to Any</b></li> <li>• <b>Exceptions Review</b> (Customer Decision exceptions)</li> <li>• <b>Virtual Lockbox</b> (“Distributed Capture”)</li> </ul> <p>The “<b>Assigned to Me</b>”, “<b>Assigned to Any</b>”, and “<b>Exceptions Review</b>” tiles will display in red when there is activity.</p>
F	<p>A Deposit Group recap with dollar totals by group name (based on lockbox specified deposit groups). Clicking on any row on the table redirects the screen to the Transactions page.</p>
G	<p>Two editable graphs that provides a visual breakdown of the lockbox activity for the selected date timeframe. The first graph displays the Reported Amount by Lockbox by GroupName. This graph is particularly helpful if the client has more than one lockbox. The second graph displays the Reported Amount by GroupName. The user can edit the graphs to select different chart displays based on user preference.</p>

## Deposits

The **Deposits** tab starts at the Lockbox summary level and allows users to research activities in the archive by Lockbox number and by batch within Lockbox for any process date or date range.

The screenshot displays the Huntington Deposits interface. At the top, there are navigation tabs: Dashboard, Deposits, Transactions, Search, Downloads, Proc. Details, Virtual Lockbox, and Customer Decision Tool (0). The user is logged in as 'as.test1@59HUNTINGTONDEMO' and the production date is 2021/03/23. A 'User Admin' button is in the top right.

The main area shows a summary table for deposits. A callout box 'H' points to the menu icon on the left. Below the summary table, a 'Batches' table is visible, with a callout box 'J' pointing to its header. To the right, a 'Deposit Groups' section includes a table and a bar chart. A callout box 'K' points to the bar chart.

Date	Lockbox	Deposit	Assigned	Total Amount	Items
Today	ALL	Select...	Select...	Select...	Select...
2021/03/23	RPS-599999	0323-06	Total: 0	\$ 29,653.23	12

Lockbox	#	Group Name	# Items	Total Amount
RPS-599999	1	Checks	12	\$ 29,653.23
RPS-599999 Total			12	\$ 29,653.23

Lockbox	Date	Batch	# items	Assigned
RPS-599999 : Huntington F	Equals	2021/03/23	Select...	Select...
RPS-599999	2021/03/23	1	12	Total: 0

This close-up screenshot shows the Huntington Deposits interface with a dropdown menu open. The menu options are 'Show/Hide Columns', 'Reports', and 'Focus View'. A callout box 'H' points to the menu icon. The background shows the 'Lockbox' dropdown set to 'ALL' and the 'Deposit' dropdown set to '0323-06'.

H1

Show/Hide Columns
✕

- Date
- Lockbox
- Deposit
- Assigned

---

- Total Amount
- Items
- Batches

Search
✕

- Date
- Lockbox
- Batch
- Batch Item
- Reported Amount
- Transit
- Account
- Check Number
- Assigned To
- Env Num
- Change Of Address
- Deposit
- Group Id
- Reason
- Trans Source
- CC Issuer
- Group Name
- TID

---

- Return Code
- Return Reason
- Remitter Name
- Batch Type
- REMITTER NAME

H2

Create Deposit Report
✕

Load Report: Select... ▾

---

Format: PDF ▾

---

Records: Current Row ▾

---

Include Batch Details: No ▾

Include Charts: No ▾

---

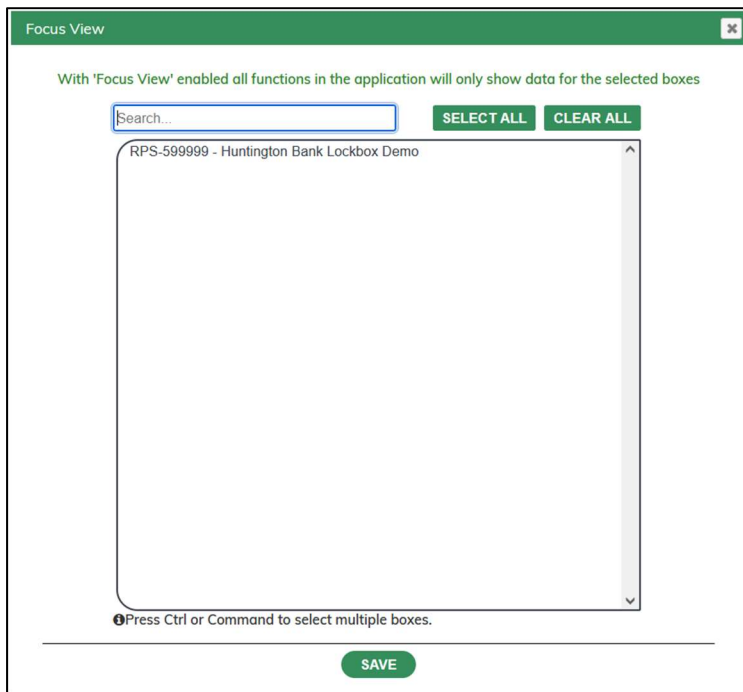
Save Report As:  Save Report Delete Report

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Create Report



**H3**



Date	Lockbox	Deposit	Assigned	Total Amount	Items	Batches
2021/03/23	RPS-599999	0323-06	Total: 1	\$ 29,653.23	12	1

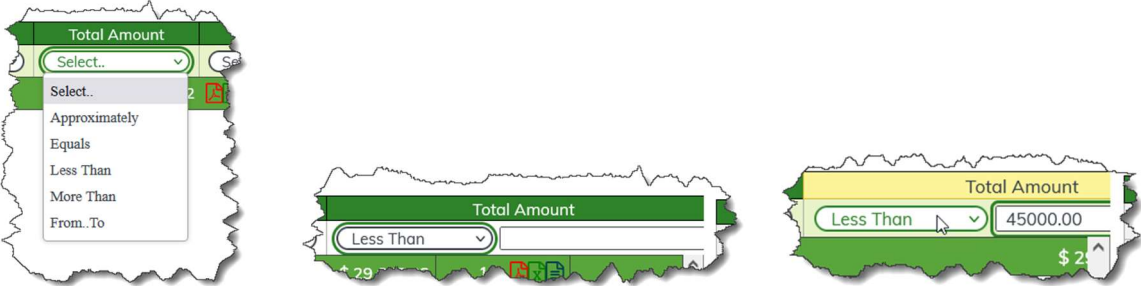

  




Lockbox	#	Group Name	# Items	Total Amount
RPS-599999	1	Checks	12	\$ 29,653.23
RPS-599999 Total				\$ 29,653.23

Lockbox	Date	Batch	# items	Assigned	Total Amount
RPS-599999 : Huntington Bank	Equals	2021/03/23	Select...	Select...	Select...
RPS-599999	2021/03/23	1	12	Total: 1	\$ 29,653.23

Step	Description
H	<p>This icon is the menu where you can make minor changes to the table display.</p> <ul style="list-style-type: none"> <li><b>H1 – Show/Hide Columns:</b> Allows the user to select only the columns needed for viewing. Check or uncheck the boxes as necessary.</li> <li><b>H2 – Reports:</b> Allows the user to create and export reports based on user needs. Specific search criteria can be saved as a template to be used for frequently used searches.</li> <li><b>H3 – Focus View:</b> Allows the user to create data based on multiple lockboxes, if applicable.</li> </ul>

Step	Description
I	<p>The default for the Deposits table is to display all columns. Using the menu icon (<b>H</b>), the columns can be enabled or disabled.</p> <ul style="list-style-type: none"> <li>• <b>Date:</b> Displays the processed date in yyyy/mm/dd format.</li> <li>• <b>Lockbox:</b> Displays the lockbox number.</li> <li>• <b>Deposit:</b> Displays the deposit which included the transactions. Format is mmdd-deposit cut number.</li> <li>• <b>Assigned:</b> Displays how many items are assigned to a user.</li> <li>• <b>Total Amount:</b> Displays the total deposit amount of the all the batches for the selected timeframe (i.e., Today, Yesterday, Last Week, Last 30 Days, etc.).</li> <li>• <b>Items:</b> Indicates total number of items in the deposit.</li> <li>• <b>Batches:</b> indicates how many batches are in the deposit.</li> </ul> <p>Each field of the table is searchable based on specific criteria.</p> <ol style="list-style-type: none"> <li>1. Click the “Select” drop-down to expand the options.</li> <li>2. Select one of the options. A text field will be displayed.</li> <li>3. Enter your criteria in the text field.</li> <li>4. Click on the option you selected again.</li> </ol>  <p>When a filter is set, the column heading will turn yellow as a warning.</p> <p>To remove the filter, click “Select” in the column. The screen will refresh and the filter will be removed.</p>  <p>A user can also click on any column to sort the data in ascending or descending order. Click once for ascending; click twice for descending.</p> <p>Also on the Deposits tab is the ability to export data to PDF, Excel, or CSV reports/files. The report</p>

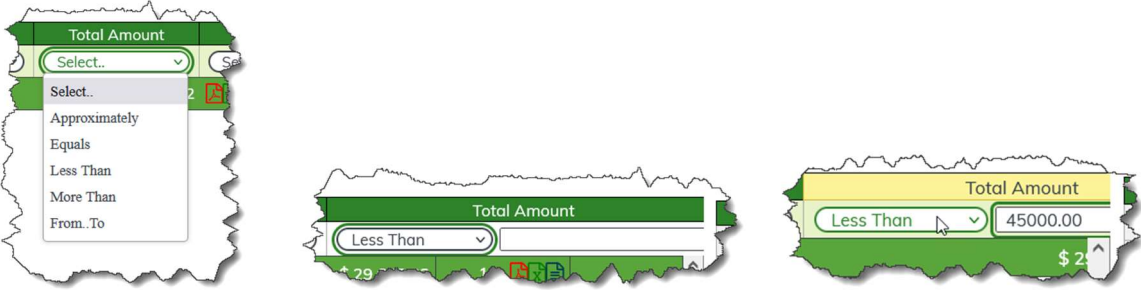


Step	Description
	<p>option is available in Deposits, Batches, and Transactions, and will generate the report requested for that particular view/page. Simply click on the appropriate icon to generate the output. (Please note that PDF files can take several seconds to generate. A status bar is displayed in the upper right corner of the screen, just below the “User Admin” button to show the progress of your report request.)</p> 
<b>J</b>	<p>The Batch section displays summary level information for the batch(es). The default for the Batches table is to display all appropriate columns.</p>
<b>K</b>	<p>The Deposit Groups view is displayed on this screen as well. The graphs are also editable on this screen.</p>
<b>L</b>	<p>The page is made up of three separate frames. The line just below the horizontal scroll bar allows the user to adjust the size of the Deposits and Batch frames. The user can make the frame larger or small based on preference and readability of the data. Move the cursor to just below the horizontal scroll bar until the cursor becomes an up/down double arrow, as depicted below. Drag the cursor up or down to increase or decrease the frame size.</p>  <p>The frames work the same on all similarly formatted pages.</p>
<b>M</b>	<p>The line to the very right of the vertical scroll bar allows the user to adjust the size of the graph frame to make the frame larger or smaller. This is often helpful to view all of the fields in the tables. Move the cursor to just to the right of the vertical scroll bar until the cursor becomes a left/right double arrow, as depicted below. Drag the cursor left or right to increase or decrease the frame size.</p>  <p>The frames work the same on all similarly formatted pages.</p>

## Transactions

The **Transactions** tab displays all aspects of captured transaction level details including the associated images. The page functions very similarly to the Deposits tab, with the focus on the individual transactions.

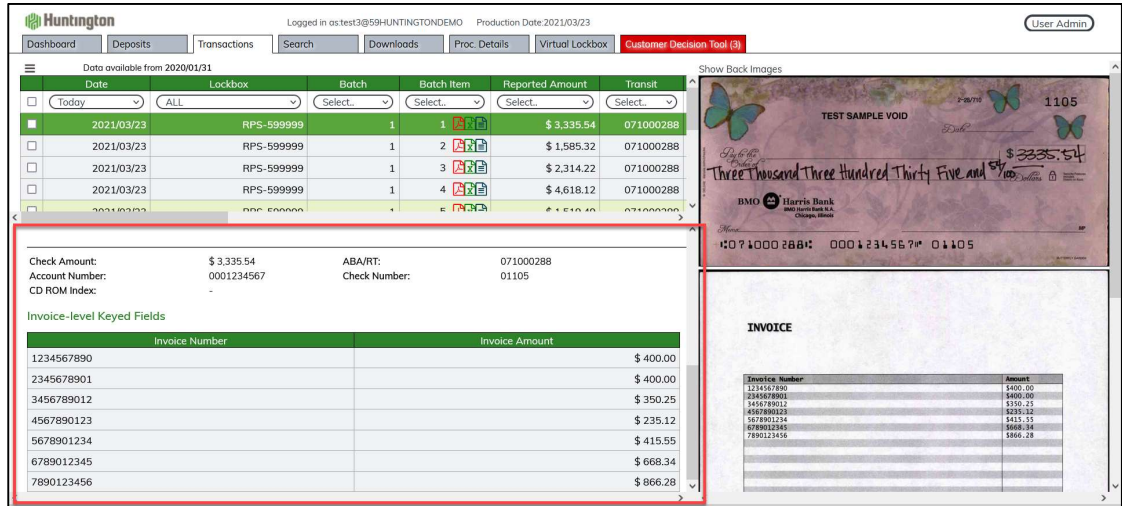
The screenshot displays the Huntington Transactions interface. At the top, there's a navigation bar with 'Transactions' selected. Below it, a table lists transactions with columns: Date, Lockbox, Batch, Batch Item, Reported Amount, and Transit. A 'Show Back Images' button is present. Below the table, there's a 'Transaction Details' section with a yellow bar indicating 'This is an Express Transaction' and an 'Assigned To' field showing 'test1 Remove'. To the right, an 'INVOICE' section displays a table of invoice numbers and amounts. Callout boxes with letters N, O, P, Q, R, S, T, and U are overlaid on various parts of the interface.

Step	Description
N	<p>This icon is the menu where you can make minor changes to the table display. This icon functions the same as on the Deposits screen (Item H).</p> <ul style="list-style-type: none"> <li>• <b>Show/Hide Columns:</b> Allows the user to select only the columns needed for viewing. Check or uncheck the boxes as necessary.</li> <li>• <b>Reports:</b> Allows the user to create and export reports based on user needs. Specific search criteria can be saved as a template to be used for frequently used searches.</li> <li>• <b>Focus View:</b> Allows the user to create data based on multiple lockboxes, if applicable.</li> </ul>
O	<p>The default for the Transactions Detail table is to display all columns. Using the menu icon (N), the columns can be enabled or disabled.</p> <ul style="list-style-type: none"> <li>• <b>Date:</b> Displays the processed date in yyyy/mm/dd format.</li> <li>• <b>Lockbox:</b> Displays the lockbox number.</li> <li>• <b>Deposit:</b> Displays the deposit which included the transactions. Format is mmdd-deposit cut number.</li> <li>• <b>Assigned:</b> Displays how many items are assigned to a user.</li> <li>• <b>Total Amount:</b> Displays the total deposit amount of the all the batches for the selected timeframe (i.e., Today, Yesterday, Last Week, Last 30 Days, etc.).</li> <li>• <b>Items:</b> Indicates total number of items in the deposit.</li> </ul>

Step	Description
	<ul style="list-style-type: none"> <li>• <b>Batches:</b> indicates how many batches are in the deposit.</li> </ul> <p>Each field of the table is searchable based on specific criteria.</p> <ol style="list-style-type: none"> <li>1. Click the “Select” drop-down to expand the options.</li> <li>2. Select one of the options. A text field will be displayed.</li> <li>3. Enter your criteria in the text field.</li> <li>4. Click on the option you selected again.</li> </ol>  <p>When a filter is set, the column heading will turn yellow as a warning.</p> <p>To remove the filter, click “Select” in the column. The screen will refresh and the filter will be removed.</p>  <p>A user can also click on any column to sort the data in ascending or descending order. Click once for ascending; click twice for descending.</p> <p>Also on the Transactions tab is the ability to export data to PDF, Excel, or CSV reports/files. The report option is available in Deposits, Batches, and Transactions, and will generate the report requested for that particular view/page. Simply click on the appropriate icon to generate the output. (Please note that PDF files can take several seconds to generate. A status bar is displayed in the upper right corner of the screen, just below the “User Admin” button to show the progress of your report request.)</p> 

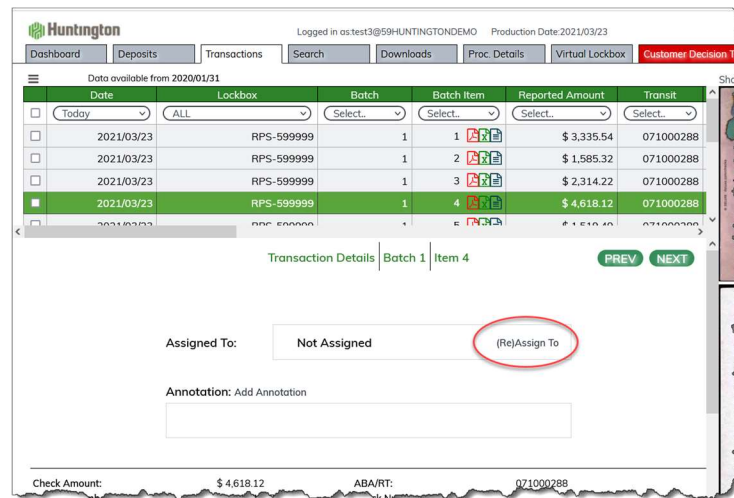
**Step Description**

**P** The bottom frame now displays the Transaction Details information. The user will see any messages, such as an Express transaction, as well as any user assignment and/or annotations. Scroll down, or change the frame size, to see the Check-Level Keyed Fields or the Invoice-Level Keyed Fields, as appropriate to the lockbox keying requirements.



**Q** A user can assign (or reassign) a transaction in the Transaction Details section.

1. In the Transaction section, click on the transaction to assign, or check multiple transactions if more than one.
2. In the Transaction Details section, click (Re)Assign To.



3. In the first field on the Transaction Assignment window, select the appropriate Record assignment. The options are: Current Row, Current Table, or Selected Rows.
4. In the Assign To field, select from the drop-down list the user to whom the transaction(s) will be assigned.
5. If there are options in the Reason field, the user may use the drop-down list to select from.

Step	Description
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6. Add any annotations as appropriate.
7. Click Save.

Transaction Assignment
✕

Records:

Assigned To:

Assign To:

Reason:

Add Annotation:

SAVE

- Current Row
- Current Table
- Selected Rows

The assignment and annotations will be updated accordingly after saving.

2021/03/23	RPS-5999	1	4	\$ 2,314.22	071000288
2021/03/23	RPS-599999	1	4	\$ 4,618.12	071000288
2021/03/23	RPS-599999	1	4	\$ 1,510.40	071000288

Transaction Details | Batch 1 | Item 4 PREV NEXT

Assigned To:  (Re)Assign To

Annotation: Add Annotation

At 11/14/2022 17:49:17 test3 assigned to: test2  
This is a test.

Check Amount: € 4,618.12    ADA/DT:    071000288

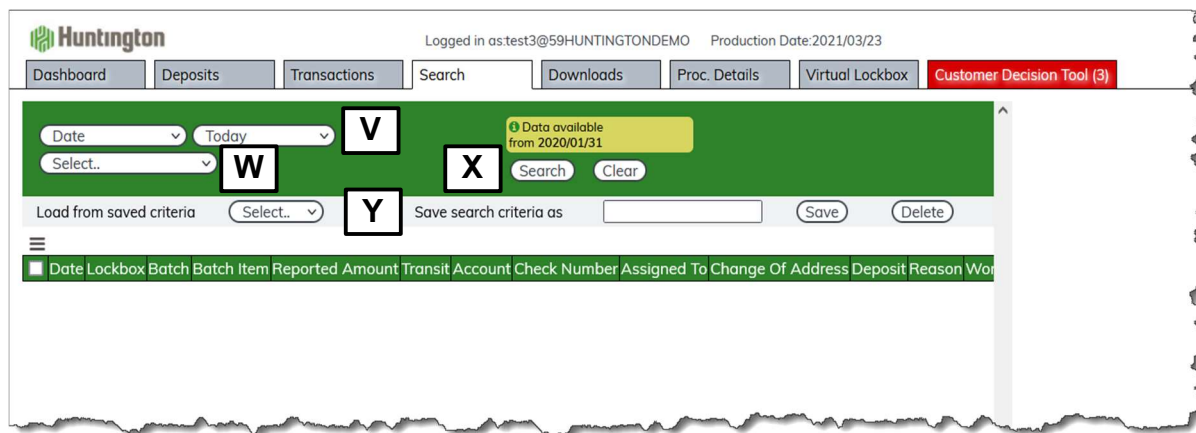
Step	Description
<b>R</b>	As the user moves through the images, “Next” and “Previous” buttons will be displayed to easily navigate between transactions.
<b>S</b>	The check image is displayed. A user can magnify a portion of the check image by clicking on the area to magnify. Click on the image a second time to remove the magnification.
<b>T</b>	The supplemental backup document(s) (invoices, letters, forms, envelopes, etc.) is displayed. A user can magnify a portion of the supplemental document image by clicking on the area to magnify. This often helps with small or condensed fonts that may be difficult to read. Click on the image a second time to remove the magnification.
<b>U</b>	Click Show Back Images to view the backsides of the checks/documents. Blank backside documents will be suppressed if selected on the lockbox questionnaire.

## Search

The Search feature allows users to set search parameters to look for specific transaction information and create reports. The **Search** tab is designed to display all the transactions that meet the search criteria.

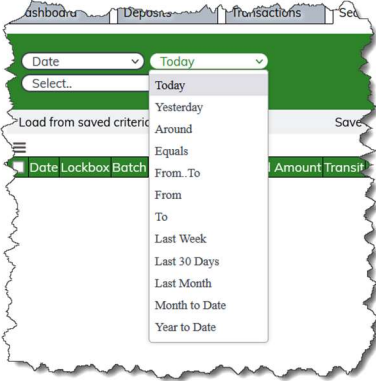
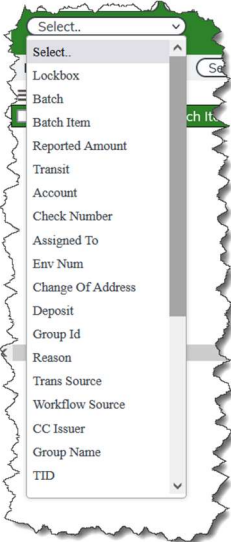
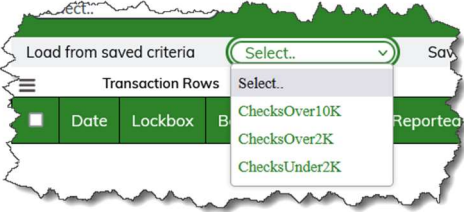
Once the user has selected the search criteria and clicked **Search**, the information is displayed in the Summary Information table (below the Search).

The Transaction Results table provides users with an at-a-glance view of all transactions that meet the search criteria.



Step	Description
<b>V</b>	In the Date field, select the date option from the drop-down list. Depending on the option selected, a text field may be displayed for the criteria. Enter the value in the text field.



Step	Description
	
<b>W</b>	<p>In the Select field, click on the drop-down list and select one of the option fields. Depending on the option selected, a text field may be displayed for the criteria. Enter the value into the text field.</p> <p>The fields available to select include all the fields available for any lockbox the user has displayed in Payment Viewer (regardless of the user's permissions).</p>  <p>The user can select additional criteria by using the additional Select field that is displayed.</p>
<b>X</b>	<p>When ready to perform the search, click the Search button.</p>
<b>Y</b>	<p>A user can save specific search criteria by naming the search and clicking Save. (No spaces and no special characters.) The next time a search is needed, the user can select the search from the "Load from saved criteria" field.</p> 

## Customer Decision

The Customer Decision (CDS) tab allows users to view, correct, and accept or reject transactions that were identified by lockbox as exceptions during processing.

There may be a variety of reasons why a transaction may require attention before being processed or cannot be processed. For example, the check and remittance information are out of balance, the account number is incorrect, or no invoice information is received with the payment. These transactions are considered “exceptions.”

When a transaction exception occurs, clients must decide as to what they would lockbox to do with the payment.

Users are provided with a deadline time by which exceptions must be reviewed and approved or rejected.

The screenshot shows the 'Customer Decision Tool' interface. At the top, there are navigation tabs: Dashboard, Deposits, Transactions, Search, Downloads, Proc. Details, Virtual Lockbox, and Customer Decision Tool (3). The 'Customer Decision Tool' tab is active. Below the navigation, there is a green header bar with the text 'Transaction Exception Review' and a 'Z' callout next to a 'Show Checklist' button. To the right of the header bar are buttons for 'Refresh' (with 'AA' callout) and 'Exception Log' (with 'BB' callout), and the text 'Current Time 20:59 (CST)' (with 'CC' callout). Below the header bar, there is a table titled 'Lockbox RPS-599999 - Huntington Bank Lockbox Demo' with a 'DD' callout. The table has columns: Env Num, Transaction, Start Time, Done Deadline, Reported Amount, Exception, and Current User. The table contains three rows of data. Below the table, it says 'Number of Transactions: 3'.

Env Num	Transaction	Start Time	Done Deadline	Reported Amount	Exception	Current User
1	G-1697192	11/07/2022 13:31:21	After Tomorrow	\$ 2,300.00	Missing Field	
2	G-1697524	11/07/2022 13:31:21	After Tomorrow	\$ 1,054.80	Missing Field	
3	G-1697858	11/07/2022 13:31:21	After Tomorrow	\$ 1,618.53	Missing Field	

Step	Description
<b>Z</b>	The Show Checklist button displays information regarding the exception items and the exception review process.
<b>AA</b>	The Refresh button displays the most up-to-date information on the page.
<b>BB</b>	The Exception Log displays an exportable list of exceptions that have been accepted or rejected. The list displays the exception type, the reported amount, the name of the user who worked the transaction, the date and time the exception was completed, and the Accepted or Rejected decision.
<b>CC</b>	The Current Time.
<b>DD</b>	<p>The displayed table lists the current exceptions needing review.</p> <ul style="list-style-type: none"> <li>• <b>Env Num:</b> The envelope number in the batch containing the exception transaction.</li> <li>• <b>Transaction:</b> The Transaction Identification Document (TID) number.</li> <li>• <b>Start Time:</b> The time the exception became available to be reviewed.</li> <li>• <b>Done Deadline:</b> The time by which all exception decisions must be completed. The decision deadline is also based on the time zone where the lockbox is located. If a decision is not submitted by the decision deadline for an exception item, the default setting is that the check will not be deposited, and lockbox will return the check and remittance documents to the lockbox</li> </ul>

Step	Description
	<p>client. Clients may request the option of depositing exception items that have not been reviewed and accepted or rejected. This decision is part of the lockbox questionnaire when establishing the Customer Decision service.</p> <ul style="list-style-type: none"> <li>• <b>Reported Amount:</b> The check amount.</li> <li>• <b>Exception:</b> The reason why the transaction is an exception.</li> <li>• <b>Current User:</b> The user id of the person actively working the transaction.</li> </ul>

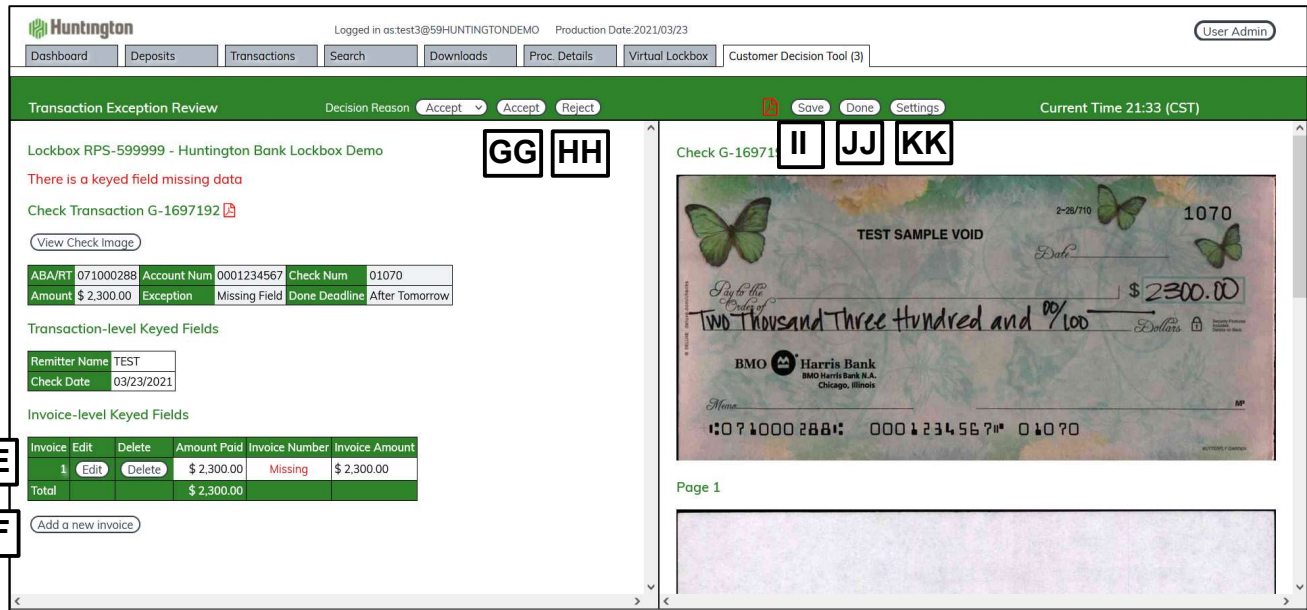
## Transaction Exception Review

The **Transaction Exception Review** page displays the details of the exception that needs to be accepted/corrected or rejected and allows users to type in the necessary information to accept it, if possible.

The transaction information is displayed on the left side of the page, while the check image and supplemental backup document images are displayed on the right side of the page.

There are three tables displayed on the left side of the page:

- **Check Transaction:** Contains a link to save the images in a PDF file, the MICR fields from the MICR line of the check, the dollar amount of the check, the Exception, and the Done Deadline time.
- **Transaction-level Keyed Fields:** Keyed fields coming from the check image. Typically, these are the Remitter Name or Check Date.
- **Invoice-level Keyed Fields:** Keyed fields coming from the supplemental backup document images. This could be a variety of invoice fields but will also include the fields where the exception has occurred. (i.e., missing data).



EE  
FF


Step	Description																		
HH	If the user wants to reject the transaction, clicking the Reject button will take the appropriate action. This tells the lockbox area to pull the check and supplemental backup documents and forward them on to the lockbox client.																		
EE	If the user wants to accept the check, the user will want to resolve as many of the issues as possible first. If data is missing, keying the missing field values will result in a great opportunity for the transaction to post to their Accounts Receivables system. By clicking the “Edit” button, the invoice fields become editable text fields. The user will enter the applicable data into the fields. <div style="border: 1px dashed gray; padding: 10px; margin: 10px 0;"> <p>Invoice-level Keyed Fields</p> <table border="1"> <thead> <tr> <th>Invoice</th> <th>Edit</th> <th>Delete</th> <th>Amount Paid</th> <th>Invoice Number</th> <th>Invoice Amount</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td>Delete</td> <td>230000</td> <td></td> <td>\$ 2,300.00</td> </tr> <tr> <td colspan="3">Total</td> <td>\$ 2,300.00</td> <td></td> <td></td> </tr> </tbody> </table> <p>Add a new invoice</p> </div>	Invoice	Edit	Delete	Amount Paid	Invoice Number	Invoice Amount	1		Delete	230000		\$ 2,300.00	Total			\$ 2,300.00		
Invoice	Edit	Delete	Amount Paid	Invoice Number	Invoice Amount														
1		Delete	230000		\$ 2,300.00														
Total			\$ 2,300.00																
FF	The user can add additional invoice records, if necessary, by clicking “Add a new invoice”. This action can be repeated until all invoice records have been entered.																		
GG	When all invoice records have been entered for the transaction, the user will click “Accept” to accept the edited transaction.																		
II	After accepting (or rejecting) a transaction, the user will click “Save” to accept the changes.																		
JJ	When the transaction has been saved, the user will click “Done” to exit this transaction.																		
KK	The “Settings” button allows you to view the backside images of the check and supplemental backup documents.																		

## Customer Decision Exception Log

The Exception Log provides an audit trail of all exception items. The report contains the following columns, in order:

- **Log Date:** The date of the report. The report is available for 60 days on a rolling calendar.
- **Date Time:** Date and time the exceptions were made available to the client.
- **Event:** Initial (email notification), Edited, Accepted, Rejected, or Done.
- **Exception:** The reason for the exception.
- **Deposit Date:** When the transactions were processed for deposit.
- **Key:** An identification field comprised of the work unit number, the lockbox, the TID, and the deposit cut number.
- **TID:** Transaction Identification Document.
- **Reported Amount:** The check amount.
- **Account Number:** The account number from the MICR line of the check.
- **RT:** The Routing/Transit number from the MICR line of the check.
- **Serial No.:** The check/serial number from the MICR line of the check.
- **Done Deadline:** The time the transaction must be completed to be included in the current day's deposit. If the client has Dwell time of more than one day, the Done Deadline will indicate "After Tomorrow".
- **User:** The user id of the employee who made a decision on the exception. If the User field indicates "Bank", this means that the client did not make a decision on the exception by the done deadline time and, therefore, the transaction was either accepted or rejected based on the lockbox setting in the account specifications (and as completed on the lockbox questionnaire).
- **Decision:** Whether the check was Accepted or Rejected. The push of exception transactions to the client will always indicate how many exceptions there were when the exceptions became available to the user.

The Exception Log updates at the end of the day after the decision deadline passes and the transaction is processed.


Logged in as test3@59HUNTINGTONDEMO    Production Date: 2021/03/23
User Admin

Dashboard
Deposits
Transactions
Search
Downloads
Proc. Details
Virtual Lockbox
Customer Decision Tool (3)

Transaction Exception Log
Log Date: 03/23/2021    Refresh    Transaction Exceptions List    Current Time 22:08 (CST)

Date Time	Event	Exception	Deposit Date	Key	TID	Reported Amount	Account No	RT	Serial No	Done Deadline	User	Decision
11/07/2022 11:50:17	Edited	Missing Field	2021/03/23	EB-2549.L599999.G-2549002-09	G-2549002	\$ 1,734.00	0001234567	071000288	01102	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	
11/07/2022 11:50:30	Accepted	Missing Field	2021/03/23	EB-2549.L599999.G-2549002-09	G-2549002	\$ 1,734.00	0001234567	071000288	01102	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	Accept
11/07/2022 11:52:37	Edited	Missing Field	2021/03/23	EB-2549.L599999.G-2549004-09	G-2549004	\$ 1,519.49	0001234567	071000288	01059	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	
11/07/2022 11:53:20	Accepted	Missing Field	2021/03/23	EB-2549.L599999.G-2549004-09	G-2549004	\$ 1,519.49	0001234567	071000288	01059	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	Accept
11/07/2022 11:54:18	Edited	Missing Field	2021/03/23	EB-2549.L599999.G-2549006-09	G-2549006	\$ 4,618.12	0001234567	071000288	01085	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	
11/07/2022 11:54:46	Edited	Missing Field	2021/03/23	EB-2549.L599999.G-2549006-09	G-2549006	\$ 4,618.12	0001234567	071000288	01085	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	
11/07/2022 11:54:56	Accepted	Missing Field	2021/03/23	EB-2549.L599999.G-2549006-09	G-2549006	\$ 4,618.12	0001234567	071000288	01085	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	Accept
11/07/2022 11:58:02	Edited	Missing Field	2021/03/23	EB-2549.L599999.G-2549008-09	G-2549008	\$ 2,314.22	0001234567	071000288	01013	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	
11/07/2022 11:58:12	Accepted	Missing Field	2021/03/23	EB-2549.L599999.G-2549008-09	G-2549008	\$ 2,314.22	0001234567	071000288	01013	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	Accept
11/07/2022 12:01:33	Edited	Missing Field	2021/03/23	EB-2549.L599999.G-2549010-09	G-2549010	\$ 3,335.54	0001234567	071000288	01105	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	
11/07/2022 12:01:42	Accepted	Missing Field	2021/03/23	EB-2549.L599999.G-2549010-09	G-2549010	\$ 3,335.54	0001234567	071000288	01105	After Tomorrow	59HUNTINGTONDEMO__PERUSAL	Accept
11/07/2022 12:03:44	Done	Missing Field	2021/03/23	EB-2549.L599999.G-2549002-09	G-2549002	\$ 1,734.00	0001234567	071000288	01102	After Tomorrow	Bank	
11/07/2022 12:03:44	Done	Missing Field	2021/03/23	EB-2549.L599999.G-2549004-09	G-2549004	\$ 1,519.49	0001234567	071000288	01059	After Tomorrow	Bank	Accept
11/07/2022 12:03:44	Done	Missing Field	2021/03/23	EB-2549.L599999.G-2549006-09	G-2549006	\$ 4,618.12	0001234567	071000288	01085	After Tomorrow	Bank	Accept
11/07/2022 12:03:44	Done	Missing Field	2021/03/23	EB-2549.L599999.G-2549008-09	G-2549008	\$ 2,314.22	0001234567	071000288	01013	After Tomorrow	Bank	Accept
11/07/2022 12:03:44	Done	Missing Field	2021/03/23	EB-2549.L599999.G-2549010-09	G-2549010	\$ 3,335.54	0001234567	071000288	01105	After Tomorrow	Bank	Accept
11/07/2022 13:31:31	Created	Missing Field	2021/03/23	EB-0837.L599999.G-1697524-23	G-1697524	\$ 1,054.80	0001234567	071000288	01079	After Tomorrow	Bank	
11/07/2022 13:31:32	Created	Missing Field	2021/03/23	EB-0837.L599999.G-1697192-23	G-1697192	\$ 2,300.00	0001234567	071000288	01070	After Tomorrow	Bank	
11/07/2022 13:31:32	Created	Missing Field	2021/03/23	EB-0837.L599999.G-1697858-23	G-1697858	\$ 1,618.53	0001234567	071000288	01048	After Tomorrow	Bank	
11/07/2022 13:31:34	Note	Initial	2021/03/23			\$ 0.00				After Tomorrow	Bank	3 Transaction Exceptions

Number of rows: 20

## Virtual Lockbox

The Virtual Lockbox (“Distributed Capture”) tab allows users to scan and submit transactions directly to their lockbox using a desktop scanner in their office.

The following screenshots are generic and do not fall within the Huntington branding.

## Scanner Compatibility Information

The FIS VICOR Distributed Capture licensed software solution supports only certified scanners to ensure functional compatibility with the integrated FIS lockbox platform. If the Bank customer is using a non-compatible scanner to interact with the FIS product offering, their product outcome will not be supported. FIS does not support or troubleshoot non-compatible or end of life devices.

The following scanners are certified with the FIS Distributed Capture solution using the current VICOR MicroServer 10.xx or higher:

Alaris S2000 Series	<a href="https://www.alarisworld.com/en-us/solutions/document-scanners/desktop#ModelListing">https://www.alarisworld.com/en-us/solutions/document-scanners/desktop#ModelListing</a>
Fujitsu fi-7160	<a href="https://scanners.us.fujitsu.com/fujitsu-scanners/fi-7160">https://scanners.us.fujitsu.com/fujitsu-scanners/fi-7160</a>
Fujitsu fi-7180	<a href="https://scanners.us.fujitsu.com/fujitsu-scanners/fi-7180">https://scanners.us.fujitsu.com/fujitsu-scanners/fi-7180</a>

## Open Batch

This screenshot shows an example of the Virtual Lockbox Open Batch Page:

- **Scan More:** Users click here to submit additional transaction to this batch.
- **Transaction List:** Users can view the transaction already in this batch and click on an item to view the images associated with it.
- **Transaction Edit Buttons:** Users can use these buttons to move images within a transaction, add a separator between transactions or delete an entire transaction.
- **Data Entry:** Users can select to correct document type for an image or enter the check amount here.

Scanned Batch Details

Lockbox: BSD-204533>Main  
Lockbox Date: 2019/06/03  
Projected Processing Period: Tomorrow

Main | Report | Geolocation Report | Help  
Download Software | Download Generator Pages

Please note that credit card items cannot be submitted through this interface.

Batch Overview > Open Batch

Scan More Save Save & Finalize

Use Type: S Microserver

Only show checks Change Retail Prof

Trans	Nr	Type	Check Amt
1	1	Check	\$ 390.00
1	2	Supplemental	

Move Item Up Move Item Down Insert Separator

Delete Entire Transaction

Data Entry

Type: Check Amount: 390.00

The screenshot shows a scanned check from GreenVendor10 for \$390.00. The back of the check has handwritten notes: 'Sup 1 FRONT', 'Sup 1 Back', 'Dirty Coxernens', and '2 3 x 11.7'. There are also handwritten 'Page 1 of 1' and 'Work Manual' notes.

## Batch Overview Page

This screenshot shows an example of the Virtual Lockbox Batch Overview Page:

- **Pending Batches:** Shows batches which have been scanned but not yet closed and submitted. Users can click on “Open Batch” to access the batch
- **Batches Submitted:** Show batches that have been submitted, including their status. Users can click on the batch number to review the batch details

Receivables Hub

Logged in as user1@atomic Production Date 2019/06/03

Dashboard Deposits Transactions Search Downloads PayConnect (15) Distr Capture Customer Connects

Virtual Lockbox Batch Overview

Lockbox: BSD-204533 Main

Lockbox: BSD-204533>Main  
Lockbox Date: 2019/06/03  
Projected Processing Period: Tomorrow

Main | Report | Geolocation Report | Help  
Download Software | Download Generator Pages

Please note that credit card items cannot be submitted through this interface.

Information Board

If you choose to browse another user's bag, you cannot perform activities such as Scanning/Saving/Creating/Submitting bags on their behalf.

Pending Batches Waiting for Submission

Batch #	Capture Date	Office	Capture Time	Amount	Number of Checks	Number of Images	Owner
<a href="#">Open Batch</a>	2019/12/09	Main	2019/12/09 22:41:08	\$0.00	0	0	user1@atomic

Batches Submitted to Lockbox System

CSV file for all batches CSV file for current day only

Capture Date	Total Proc. Amount	Status	Batch #	Time Processed	Office	Capture Amount	Processed Amount	Number of Checks	Number of Images
2019/06/03	\$0.00	In Progress	1	2019/11/25 22:52:24	Main	\$16,628.07	\$0.00	5	20
		In Progress	2	2019/11/25 22:58:40	Main	\$741.75	\$0.00	3	10
		In Progress	5	2019/11/27 05:46:46	Main	\$5.52	\$0.00	1	4
		In Progress	6	2019/11/27 23:16:54	Main	\$11,228.09	\$0.00	7	24
		In Progress	7	2019/12/04 02:33:19	Main	\$6,038.43	\$0.00	1	4
		In Progress	8	2019/12/04 02:33:20	Main	\$6,038.43	\$0.00	1	4
		In Progress	9	2019/12/04 02:33:19	Main	\$869.03	\$0.00	1	4
		In Progress	10	2019/12/04 02:33:20	Main	\$1,271.56	\$0.00	2	6



## Submitted Batches

This screenshot shows an example of the Virtual Lockbox Submitted Batch Page:

- **Transaction List** – Users can view the transaction in this batch and click on an item to view the images associated with it. These transactions have already been submitted; therefore, no changes can be made.

Scanned Batch Details

Lockbox: BSD-204533/Main  
 Lockbox Date: 2019/06/03  
 Projected Processing Period: Tomorrow

[Main](#) | [Report](#) | [Geolocation Report](#) | [Help](#)  
[Download Software](#) | [Download Separator Pages](#)

Please note that credit card items cannot be submitted through this interface.

Batch Archive 20190603 > Batch 11

Only show checks					
Trans	Nr	Type	Check Amt.	Cleared Amt.	
1	2	Check	\$ 869.03	\$ 0.00	
1	3	Check	\$ 402.53	\$ 0.00	
1	4	Check	\$ 6,038.43	\$ 0.00	
2	50001	TSEP			
2	6	Check	\$ 8,690.30	\$ 0.00	

**Item Info**

## Additional Tabs

Two additional tabs are currently available on the Payment Viewer screen.

### Downloads

A Downloads tab was created to provide end-user transmissions to Huntington for client testing. The below screenshot shows one transmission (t1 with 0 KBytes) and one web page (w1 with 5983 KBytes), both of which have a “Download” status.

Date	Lockbox	Output	Size	Part	Status	Total Amount	Num Checks	Num Corresp	Num Pages	Download
2021/03/23	RPS-599999	t1	0 KBytes		New	\$ 29,653.23	12	0	0	Download
2021/03/23	RPS-599999	w1	5983 KBytes		New	\$ 29,653.23	12	0	12	Download

### Processing Details

A recent patch made the lockbox processing instructions available on a Processing Details tab. Clients have requested that the instruction are not made available to the end users. The FIS Development team is working on a patch to remove this tab or to not have it viewable to the end user.